

# JOURNEY VIA GURNEY, LLC DBA JOURNEY AMBULANCE AMBULANCE OPERATOR LICENSE APPLICATION EVALUATION

ORDINANCE REQUIREMENT	REF. #	APPLICATION REVIEW CHRONOLOGY	POTENTIAL ISSUES AND/OR APPLICATION DEFICIENCIES
<p><b>Signed Application Form and Attachments</b> (original with five copies and correct fees) If applicant is a corporation or limited liability company (LLC), the following is also required:</p> <ul style="list-style-type: none"> <li>• Statement of Information</li> <li>• Articles of Incorporation (corporations)</li> <li>• Articles of Organization (LLC)</li> <li>• Certificate of Status</li> </ul>	<p>Application Instructions Section A 7.06.020</p>	<p>On <b>02/27/2020</b>, the EMS Agency received an Application for Ambulance Operator's License from Journey Via Gurney, LLC, dba Journey Ambulance (Journey) with Chad Hardcastle, Managing Partner listed as an officer. Names of all partners, addresses and percentage held for all partners of Journey were not listed.</p> <p>The following corporate documentation for Journey was submitted:</p> <ul style="list-style-type: none"> <li>• A copy of a Fictitious Business Name Statement for Journey (dated 9/17/2020).</li> <li>• A copy of the "Articles of Organization of a Limited Liability Company (LLC)" (dated 07/02/2013), certified by the California Secretary of State (SOS).</li> <li>• A copy of the "Statement of Information" for Journey (dated 10/21/2020).</li> <li>• A copy of the "Certificate of Status" for Journey (dated January 14, 2020) listing them as "Active (Good Standing)".</li> </ul> <p>On <b>05/22/2020</b>, a revised application for Journey was received. Chad Hardcastle is listed as 100% interest held.</p>	

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<b>ATTACHMENT I – FINANCIAL CAPABILITY</b>			
<p><b>Financial Statements*</b> (must be prepared by a Certified Public Accountant (CPA))</p> <ul style="list-style-type: none"> <li>• Current (for the last fiscal year) and/or pro forma (if new company) profit and loss statements</li> <li>• Current Balance Sheet</li> <li>• Disclosure of all Liabilities</li> </ul> <p><small>*Financial statement shall demonstrate that the applicant has adequate financial health, based on liquidity, profitability, and sustainability, to maintain ambulance service operations.</small></p>	<p>7.16.050 (A) 1-3</p>	<p>On <b>02/27/2020</b>, the following updated financial documents were submitted:</p> <ul style="list-style-type: none"> <li>• A copy of a letter from Journey, attesting that the company has no unpaid judgements, unlisted liabilities, nor known acts which may lead to any liabilities (signed by Chad Hardcastle, Managing Member).</li> <li>• A copy of a “Monthly Expense/Pro Forma” (not dated).</li> <li>• A copy of “Journey Transport Balance Sheet” (as of December 31, 2019).</li> <li>• A copy of bank statements from Bank of America for Journey (10/01/2019-10/31/2019).</li> <li>• A copy of bank statements from Bank of America for Journey (11/01/2019-11/30/2019).</li> <li>• A copy of bank statements from Bank of America for Journey (12/01/2019-12/31/2019).</li> </ul> <p>Proof the submitted financial statements were prepared by a CPA was not received.</p> <p>On <b>05/26/2020</b>, received a copy of an “Accountant’s Compilation Report” for Journey by “Warmerdam CPA Group”.</p>	

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<b>ATTACHMENT II – EVIDENCE OF SUPPORT</b>			
<b>Evidence of Support</b> <ul style="list-style-type: none"> <li>Three (3) written statements, and/or</li> <li>Written notice of verbal testimony</li> </ul>	7.16.050 (C)	<p>On <b>02/27/2020</b>, letters of support were submitted from the following individuals:</p> <ul style="list-style-type: none"> <li>Charles Franks, Beneficiary Travel, Department of Veterans Affairs</li> <li>Shawn Kallmeyer, Mobility Manager, Department of Veterans Affairs</li> </ul>	
<b>ATTACHMENT III – PROPOSED RATE SCHEDULE</b>			
<b>Proposed Rate Schedule</b> <ul style="list-style-type: none"> <li>Current Rate Schedule</li> <li>Written Statement that General Public Rates will not be exceeded</li> </ul>	7.16.280 7.16.290 7.16.310	<p>On <b>02/27/2020</b>, a rate schedule for Journey including a written statement that states, <i>“Journey Ambulance’ rates will at no time exceed the prevailing rates set forth by Section 7.16.280 of the Los Angeles County Code entitled “Rate Schedule for Ambulances” under the County of Los Angeles General Public Ambulance Rates.”</i></p> <p>It was noted that Journey’s rate schedule has charges for “Advanced Life Support” and “CCT/SCT”. Journey is not an approved “Advanced Life Support” and “CCT/SCT” provider.</p> <p>On 05/22/2020, a revised rate schedule for Journey was received.</p>	

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<b>ATTACHMENT IV – INSURANCE LIABILITY COVERAGE</b>			
<b>Insurance Liability Coverage</b> A certificate or other evidence of insurance coverage confirming that applicant carries insurance with coverages and limits that are in accordance with the County Code.	7.16.050 (G) 7.16.180 7.16.190	<p>On <b>02/27/2020</b>, received a Certificate of Insurance (COI) form for Journey that contains the following coverage:</p> <ul style="list-style-type: none"> <li>• Commercial General Liability and Professional Liability (1M/2M) from National Interstate Ins., Co. (exp. date 11/09/2020).</li> <li>• Automobile Liability from National Continental Ins., Co. (exp. date 11/23/2020).</li> <li>• Workers' Compensation and Employee's Liability from State Compensation Ins. Fund (exp.03/10/2020).</li> </ul> <p><b>PLEASE NOTE: Upon approval of licensure, the General and Auto Liability insurance policies shall name the County of Los Angeles as an additional insured. Certificates or other evidence of such insurance shall provide that the local EMS Agency be given written notice at least thirty (30) days in advance of the cancellation of any policies.</b></p>	

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<b>ATTACHMENT V – MAXIMUM RESPONSE TIMES</b>			
<b>Maximum Response Times</b> Written agreement to respond to requests for service within the County response time standards.	7.16.050 (B) 1-2	On <b>02/27/2020</b> , written statements signed by Chad Hardcastle, Managing Partner and William Casey, Director of Operations, affirming that Journey will comply with the maximum response time standards as specified in the County Code was submitted (both dated 12/17/2020).	
<b>ATTACHMENT VI – QUALIFIED MANAGEMENT</b>			
<b>Technically Qualified Management*</b> <ul style="list-style-type: none"> <li>Organizational Chart</li> <li>Resume(s)/Curriculum Vitae(s)</li> </ul> *Evidence that company has technically qualified managers. Evidence shall include manager's resume showing type/duration of transportation experience, including at least five years of increasingly responsible experience in the operation or management of a basic life support or advance life support service.	7.16.050 (D)	On <b>02/27/2020</b> , an organizational chart was submitted for Journey (dated 02/25/2020), signed by Chad Hardcastle, Managing Partner/Owner.  Additionally, the following updated resume was submitted: <u><b>Chad Hardcastle, Managing Member</b></u> <ul style="list-style-type: none"> <li>Managing Member, Journey Via Gurney, LLC (07/2013- Present).</li> <li>Administrator, Windsor Elmhaven Care Center (04/2010-07/2015)</li> <li>Administrator, El Dorado Care Center (10/2007-03/2010).</li> <li>Administrator, Pleasant Care Convalescent Hospital (06/2006-10/2007).</li> <li>Assistant Administrator, Kings Nursing and Rehabilitation Center (01/2005-</li> </ul>	

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		<p>06/2006).</p> <ul style="list-style-type: none"> <li>• Senior Accountant/Senior Auditor, Quezada &amp; Company (08/2001-12/2004).</li> </ul> <p><b><u>William Casey, Director of Operations</u></b></p> <ul style="list-style-type: none"> <li>• Director of Operations, Journey Ambulance (08/2019-present)</li> <li>• Operations Manager, EMS Instructor Remedy Training &amp; Consulting, LLC (01/2015-present)</li> <li>• Operations Manager, Cal-Med Ambulance (12/2015-08/2019)</li> <li>• Operations Supervisor, Cal-Med Ambulance (05/2013-12/2015)</li> <li>• Emergency Medical Technician-B, Emergency Ambulance (06/2013-12/2013)</li> <li>• Operations Supervisor, LifeLine Ambulance (12/2011-12/2012)</li> </ul> <p><b><u>Dr. Vincent Bennett, Medical Director</u></b></p> <ul style="list-style-type: none"> <li>• Medical Director, Journey Ambulance</li> <li>• Regional Medical Director, EmCare (2005-present)</li> <li>• Emergency Medicine Attending, Palmdale Regional Medical center (2009-present)</li> <li>• Medical Consultant, Coachella Music Festival (2011-present)</li> <li>• Medical Director, Royalty Ambulance Company (2015-present)</li> </ul>	

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<b>Adherence to Rules and Regulations</b> <i>Affirmation (page 1)</i> - Disclosure of whether applicant or management personnel has or has not ever: <ul style="list-style-type: none"> <li>• Held any other licenses or franchises during the past ten (10) years.</li> <li>• Had a license revoked or denied</li> </ul>	7.16.050 (I) (1and 3)	On <b>02/27/2020</b> , signed and dated Affirmation ( <i>page 1</i> ) Forms were submitted for the following Journey management personnel: <ul style="list-style-type: none"> <li>• Chad Hardcastle, Managing Partner</li> <li>• William Casey, Director of Operations</li> <li>• Dr. Vincent Bennett, Medical Director</li> </ul>	
<b>Adherence to Rules and Regulations</b> <i>Affirmation (page 2)</i> - Disclosure of whether applicant or management personnel has or has not ever: <ul style="list-style-type: none"> <li>• Been investigated by any governmental agency</li> <li>• Been convicted of any misdemeanor or felony</li> </ul>	7.16.050 (I) (2 and 3)	On <b>02/27/2020</b> , signed and dated Affirmation ( <i>page 2</i> ) Forms were submitted for the following Journey management personnel: <ul style="list-style-type: none"> <li>• Chad Hardcastle, Managing Partner</li> <li>• William Casey, Director of Operations</li> <li>• Dr. Vincent Bennett, Medical Director</li> </ul>	
<b>Adherence to Rules and Regulations</b> Written and signed agreement of ongoing adherence to all rules and regulations for applicant and management personnel.	7.16.050 (M)	On <b>02/27/2020</b> , written and signed agreements, affirming ongoing adherence to all rules and regulations was received for the following management personnel: <ul style="list-style-type: none"> <li>• Chad Hardcastle, Managing Partner</li> <li>• William Casey, Director of Operations</li> <li>• Dr. Vincent Bennett, Medical Director</li> </ul>	

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<b>ATTACHMENT VII – BUSINESS FACILITIES / VEHICLES</b>			
<b>Business Facilities</b> Description of premises (including billing area and security measures to protect patient confidentiality) to serve as the base of operations and any other facilities or stations that deploy or house vehicles.	7.06.020 (D)	On <b>02/27/2020</b> , received an “Office Discription” [sic] document on Journey letterhead. Please refer to the attached document for details.	
<b>Business Facilities</b> Certificate of Zoning Compliance	7.16.050 (I) 5	On <b>02/27/2020</b> , a copy of an email from Luis Escobedo, AICP/Senior Planner, City of Whittier, confirming a written request by Journey for a “Zone Verification Letter” (dated 01/29/2020).	
<b>Vehicles</b> Unit number, license number, VIN, make, model year, model type, mileage, projected vehicle life and patient capacity for each vehicle to be licensed and documentation of the following for each: <ul style="list-style-type: none"> <li>• Vehicle Registration</li> <li>• Odometer Testing and Certification</li> <li>• CHP Vehicle Certificate/Permit</li> <li>• Most Recent CHP Inspection</li> </ul>	7.16.050 (F)  7.16.040 7.16.210 7.16.215	On <b>02/27/2020</b> , the following documentations were received: <ul style="list-style-type: none"> <li>• CHP License (exp. 10/22/2020)</li> <li>• Most Recent CHP Inspection (dated 06/29/2019)</li> <li>• A copy of an email from Linda Brescia, CHP Regulated Special Purpose Vehicle Program Coordinator</li> <li>• Ambulance/Ambulette Vehicles to be Licensed (Exhibit G). Please refer to the attached list (six (6) ambulance vehicles).</li> <li>• Vehicle Registration (1921, 1922, 2921, 2922, and 2911)</li> <li>• Odometer Testing and Certification</li> </ul>	

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		<p>(1921, 1922, 2921, 2922, and 2911)</p> <ul style="list-style-type: none"> <li>CHP Vehicle Certificate/Permit (1921, 1922, 2921, 2922, and 2911)</li> </ul> <p>Vehicle Registration, Odometer Testing and Certification and CHP Vehicle Certificate/Permit for Unit# 2912 was not received.</p> <p>On <b>05/22/2020</b>, Vehicle Registration, Odometer Testing and Certification and CHP Vehicle Certificate/Permit for Unit# 2912 was received.</p>	
<b>Vehicles</b> Color scheme/insignia used to designate ambulances of applicant	7.16.050 (H)	Color photographs of Journey's ambulance vehicle (right, left, front and back) were submitted. <i>(Please see submitted photos for further clarifications and details if needed).</i>	
<b>ATTACHMENT VIII – STATEMENT OF WORK</b>			
<b>Statement of Work</b> <ul style="list-style-type: none"> <li>Detailed description of area(s) within which applicant is proposing to operate</li> <li>Copy of all current business licenses held by applicant</li> <li>Copy of CHP Emergency Ambulance Non-Transferable License</li> <li>Results of most recent CHP inspection</li> </ul>	7.16.050 (E) (I) 5 (J)	On <b>02/27/2020</b> , a "Description of Area of Operation" document was received. Journey's primary source of business is the VA Healthcare system. They will eventually obtain licenses and provide service spanning from Long Beach to the City of Los Angeles. A copy of a business license from the City of Whitter was received (expires 09/30/2020).	

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<p><b>Non 9-1-1 Medical Dispatch Policies and Procedures</b></p> <ul style="list-style-type: none"> <li>• Dispatch Policies and Procedures</li> <li>• Qualifications for Dispatchers</li> <li>• Dispatch Logs (most current 30-days)</li> </ul>	<p>7.16.050 (K) (L)</p> <p>Prehospital Care Policy Manual Ref. No. 226</p>	<p>On <b>02/27/2020</b>, received a copy of Journey's "Dispatch Policy and Procedures". Refer to the attached "Private Ambulance Provider Non 9-1-1 Medical Dispatch Monitoring Instrument" (dated 05/18/2020) for the specific results of the dispatch policy and procedure review.</p> <p>Additionally, a list of dispatch employees was received (Please see attached). Journey is a brand-new ambulance provider and has not started operations. For this reason, Journey is unable to provide Dispatch Logs.</p>	

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<b>ATTACHMENT IX – BACKGROUND CHECKS</b>			
<b>Background Checks</b> <ul style="list-style-type: none"> <li>Request for Live Scan Service Form</li> <li>EMS Personal Information Form</li> <li>Photo Identification (State issued driver's license or identification card or passport)</li> </ul>	7.16.050 (O)	<p>On <b>02/27/2020</b>, completed EMS Personal Information (Personal Information) Forms, photo identification was received for the additional following individuals:</p> <ul style="list-style-type: none"> <li>Chad Hardcastle, Managing Member</li> <li>William Casey, Director of Operations</li> </ul> <p>A Live Scan background check has already been previously conducted by the EMS Agency for Dr. Vincent Bennett.</p> <p>Completed Request for Live Scan Service Forms for Chad Hardcastle, Managing Member and William Casey, Director of Operations were not received.</p> <p>On <b>05/22/2020</b>, completed Request for Live Scan Service Forms for Chad Hardcastle, Managing Member and William Casey, Director of Operations were received.</p>	
<u>Additional Information Requested by the EMS Agency</u>		2nd Review	
<u>Additional Information Requested by the Ambulance Licensing Hearing Board</u>			

05/26/20 – Second Review